

Via U.S. Mail & E-Mail

August 13, 2014

Office of the Attorney General Consumer Protection and Antitrust Bureau 33 Capitol Street Concord, NH 03301

Re:

Notification of Theft

Dear Sir or Madam:

I write to inform you of a recent security incident at Kleiner Perkins Caufield & Byers ("Kleiner Perkins"), which may have involved the personal information of one (1) resident of New Hampshire. Kleiner Perkins, a venture capital firm focused on early stage companies, is headquartered at 2750 Sand Hill Road, Menlo Park, CA 94025.

Regretfully, over the weekend of July 19-20, Kleiner Perkins' building and office security were circumvented and several laptops were stolen from our premises, including two password-protected laptops used by personnel in our finance department. These personnel have access in the course of their duties to personal information, such as name, contact information, social security numbers and financial accounts information. We began investigating this incident as soon as we learned of it on July 21, and we are cooperating with law enforcement in an effort to recover the laptops and apprehend the offenders. We are also working with forensic and security experts to implement additional security measures around our facilities and computer systems. We have no knowledge that any information has been or will be misused.

We will provide the attached written notice to the one (1) potentially-affected resident of your state. Although Kleiner Perkins has no knowledge at this time that the personal information noted above has actually been accessed, acquired or misused, out of an abundance of caution, we will offer credit monitoring services at no cost.

If you have any questions regarding this incident, please contact me at (650) 233-3374 or by email at pvronsky@kpcb.com.

Sincerely,

Paul Vronsky General Counsel

Enclosure

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www.kpcb.com | @kpcb

August 13, 2014

[Addressee]

Dear Colleague,

We take the privacy of our partners and employees very seriously and we appreciate your trust and confidence. Unfortunately, on July 21, 2014, we discovered that criminal actors circumvented our building and office security measures over the preceding weekend and stole several company laptops. Two of the laptops belonged to Kleiner Perkins personnel who have access in the course of their duties to personal information, such as name, contact information, social security numbers and financial accounts data.

We immediately notified law enforcement and are cooperating with them in an effort to recover the laptops and to apprehend the offenders. We are also working with expert advisors, including forensic and security specialists, to determine the scope of information that may have been compromised, and to design and implement security enhancements around our facilities and our computer systems.

The stolen laptops were password protected. We have no indications that the criminals were able to obtain the laptop password credentials or access Kleiner Perkins' online networks or systems. We also have no knowledge that any unauthorized individual has actually accessed your personal information, or that your information has been or will be misused. However, out of an abundance of caution, please review this letter and attachment for steps to help protect your information.

- We urge you to remain vigilant against threats of identity theft or fraud, and to regularly review your bank and credit card statements and credit reports for any unauthorized withdrawals, charges or other activity. You may also want to request that your financial institution monitor for possible fraudulent transactions or unusual activity on your accounts. If you discover any unusual activity on your accounts, immediately report it to your financial institution.
- 2. If you suspect that you are a victim of identity theft or fraud, you have the right to file a police report. In addition, you may contact your State Attorney General's office or the Federal Trade Commission to learn about the steps you can take to protect yourself against identity theft.
- 3. Be alert to "phishing" by someone who acts like a colleague or friend and requests sensitive information over email, such as passwords, social security numbers, or bank account numbers. Kleiner Perkins will NOT ask for this type of sensitive information over email.
- 4. As a precaution, we have arranged for you, at your option, to enroll in 12-month credit monitoring service provided by *Experian ProtectMyID*, at no cost to you. If you want more information or to sign up for this service, contact Katy Fisk at kfisk@kpcb.com or (650) 233-3444.

Please also refer to the *Identity Theft Resources Guide* attached to this letter. If you have any questions or concerns please contact Paul Vronsky at pvronsky@kpcb.com or (650) 233-3374.

Sincerely,

Paul Vronsky General Counsel

<u>Attachment</u>

IDENTITY THEFT RESOURCES GUIDE

U.S. Federal Trade Commission (FTC): The FTC has helpful information about how to avoid identity theft and other steps that consumers can take to protect themselves. For more information, write to: Consumer Response Center, 600 Pennsylvania Ave., NW, H-130, Washington, D.C. 20580 Call Toll-Free: 1-877-IDTHEFT (438-4338); or http://www.ftc.gov/idtheft

For IOWA Residents: You may contact local law enforcement or the Iowa Attorney General's Office at 1305 E. Walnut St., Des Moines, IA 50319; Tel: (515) 281-5164; or http://www.iowa.gov/government/ag

For MARYLAND Residents: You may obtain information about preventing identity theft from the FTC (see above) or the Maryland Attorney General's Office at 200 St. Paul Place, Baltimore, MD 21202; Tel: (888) 743-0023; or http://www.oag.state.md.us

For NORTH CAROLINA Residents: You may obtain information about preventing identity theft from the FTC (see above) or the North Carolina Attorney General's Office at 9001 Mail Service Center, Raleigh, NC 27699-9001; Tel: (919) 716-6400; Fax: (919) 716-6750; or http://www.ncdoj.com

Free Annual Credit Report: You may obtain a free copy of your credit report once every 12 months and may purchase additional copies of your credit report. Call Toll-Free: 1-877-322-8228; or Visit: https://www.annualcreditreport.com; or Contact any one or more of the consumer reporting agencies:

Equifax:

P.O. Box 740241, Atlanta, GA 30374-0241 (800) 685-1111

www.equifax.com

Experian:

P.O. Box 2002, Allen, TX 75013

(888) 397-3742

www.experian.com

TransUnion:

P. O. Box 1000, Chester, PA 19022

(800) 888-4213

www.transunion.com

"Fraud Alerts" and "Security Freezes"

<u>Fraud Alert</u> - You may have the right to place a fraud alert in your file to alert potential creditors that you may be a victim of identity theft. Creditors must then follow certain procedures to protect you; therefore, a fraud alert may delay your ability to obtain credit. An "initial fraud alert" stays in your file for at least 90 days. An "extended fraud alert" stays in your file for 7 years, and will require an *identity theft report* (usually, a filed police report). You may place a fraud alert by calling any one of the three national consumer reporting agencies:

Equifax: 1-800-525-6285

Experian: 1-888-397-3742

TransUnion: 1-800-680-7289

<u>Security Freeze</u> – Certain U.S. state laws, including in Massachusetts, provide the right to place a security freeze on your credit file, which prevents credit, loans and services from being approved in your name without your consent. Using a freeze may interfere with or delay your ability to obtain credit.

To place a freeze, send a request by mail to <u>each</u> consumer reporting agency (addresses below) with the following (if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) Full name, with middle initial and any suffixes; (2) Social Security Number; (3) Date

of Birth; (4) proof of current address (such as a utility bill or telephone bill) and list of any previous addresses for the past five years; (5) copy of a government issued identity card, and (6) copy of police report, investigative report or complaint to law enforcement regarding identity theft. The consumer reporting agency may charge a fee up to \$5.00 to place, lift, and/or remove a freeze, unless you are a victim of identity theft or the spouse of a victim, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency.

The consumer reporting agencies have three business days after receiving your letter to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five business days and provide you with a unique PIN or password that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the consumer reporting agencies by mail and include proper identification (name, address, and SSN) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The consumer reporting agencies have three business days after receiving your request to lift the security freeze for those identified entities or specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and SSN) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three business days after receiving your request to remove the freeze.

Equifax Security Freeze: P.O. Box 105788, Atlanta, Georgia 30348

Experian Security Freeze: P.O. Box 9554, Allen, TX 75013

TransUnion (Fraud Victim Assistance Division): P.O. Box 6790, Fullerton, CA 92834-6790